**GIBCT Colmery Act SEC 107 - Round 2**

**Usability Testing Session Notes**

**Participant 8**

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| Friday, July 26 1:00pm – 2:00pm |

**Demographics**

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| --- | --- | --- | --- | --- | --- | --- |
| Veteran | Female | Black or African American | 25 - 34 | Associate degree / trade certificate / vocational training | Army | FL |

* Factors: How much she'd make, if they have a counselor on campus, schools that accept Chapter 31
* Veteran has used Voc Rehab and Chapter 31 2013
* Veteran is 90% disabled and separated in 2014
* Was familiar with schools in VA, but not in FL where she moved next. P8
* Wondered if she would enter 90% disabled in the Cumulative Service drop-down. P8
* Would enter the school name in the search field. P8
* Easily found BAH for Davis on the SRP card. P8
* Guessed that school name was hyperlinked on the card, however preferred the "View details" link. P8
* Likes seeing the # of GI Bill students. P8
* Mentioned that # of GI Bill students has not always been correct in the past. P8
* Liked seeing Veteran programs and accreditation information (The first school she attended was not accredited and she transferred). P8
* Would click the back button to return to the SRP to find the 2nd school (Irvine). P8
* Passed by both the 107 drop-down and the collapsible section the first time down the page. P8
* Couldn’t find a way to find the technology center for quite a while. P8
* School locations section would be helpful if she moved from TX to CA and didn't know the schools, as it would allow her to get a sense of where things are and estimate housing. P8
* Regarding finding the 107 question where ZIP Code could be entered "Didn't like that, too hard…extension campuses should be at the bottom.". P8
* Would not expect the rate to be different for the Technology Center or Riverside.. P8
* Realized that the un-underlined school was not a hyperlink as we're already on the page. P8 Expected that if Davis were hyperlinked, it would take the user to the top. P8
* Noticed the Learn more links and would have used it for the Kicker bonus. P8
* Thought the 107 Learn more content makes sense. P8
* Over all I do like the ZIP Code look up, but I would never look here and do not understand why [Riverside] is in the system and not at the bottom. " Would enter Riverside, CA on the home page. P8
* Likes italics in the Learn more as it makes a distinction. P8